



018 VIP Additional Terms

Our Terms of Business at ypg.co.nz/terms and these Additional Terms apply to the **018 VIP** service. Except with respect to clause 24 of our Terms of Business, in the event of any conflict between our Terms of Business and these Additional Terms, these Additional Terms shall take priority.

These Additional Terms were last updated on 23 March 2018.

1. Service description

- 1.1. On request by phone to 018 (during operational hours, but excluding public holidays), the 018 VIP service provides:
 - (a) current New Zealand home, business, 0800, 0900, mobile numbers and addresses, as generally published in the White pages and Yellow pages;
 - (b) New Zealand home, business, mobile numbers and addresses, as reasonably available to us via other services;
 - (c) the option to directly connect to certain requested numbers by pressing 1 on your phone. The availability of this option is dependent on how your service provider presents your call to 018. You will not be offered this option if you call from a prepaid mobile or toll barred phone or if you request an 0900 number;
 - (d) certain publicly available information, as reasonably accessible to us via the internet; and
 - (e) directions from one location to another, within New Zealand, within technical limitations.
- 1.2. Our sources of information are continually updated, and you acknowledge that the availability of certain information via the 018 VIP service is subject to change, without notice. We do not guarantee that any information will be available.
- 1.3. In accordance with privacy laws, we may not be able to provide certain information, or we may require certain details from you before we can provide certain information.
- 1.4. It is not possible to use the 018 VIP service outside New Zealand.

2. New Zealand call centres

- 2.1. Calls to the 018 VIP service will be routed to call centres:
 - (a) within New Zealand during operational hours, but excluding public holidays; or
 - (b) to other call centres at all other times, during public holidays, when there is a fault with a New Zealand call centre, or where call volumes require.
- 2.2. The availability of New Zealand call centres will be assessed and may be varied from time to time where call volumes require.

3. Charges

- 3.1. Calling and connection charges apply and may vary by phone provider:
 - (a) charges for Spark customers can be found at spark.co.nz;
 - (b) charges for Vodafone customers can be found at vodafone.co.nz;
 - (c) charges for 2degrees customers can be found at 2degreesmobile.co.nz; and

(d) charges for Skinny customers can be found at skinny.co.nz.

3.2. We will charge you calling and connection charges when we have correctly given you any requested information, or if any requested information is not reasonably available. We will arrange for any calling and connection charges to be credited if:

- (a) we confirm that we have given you an incorrect number; or
- (b) we agree that you have a valid complaint about the service.

4. Accounts

4.1. The 018 VIP service requires you to register an account with us. You must provide us with current, complete and accurate information when applying for an account, and you agree to update your details should they subsequently change. We may reject any application for registration or suspend or terminate any account at any time, without notice, for any reason or no reason at all.

4.2. Your account is for your sole, personal use. It is your responsibility to keep your account credentials secure, and you will be held liable for any activity undertaken with your credentials. If you think that your credentials have been compromised, you must notify us immediately by calling us on 0800 803 803.

5. Your information

5.1. Your account information will be used in accordance with our Terms of Business.

5.2. The number you are calling from, or the email address you use, is presented to us. We record this, together with the date and time of your call or email, and may share it with third parties in order to:

- (a) charge you for your call;
- (b) allow you to directly connect to a requested phone number;
- (c) where you are calling from a mobile phone, send you an SMS with the information requested. This may include information about our products;
- (d) fully investigate your call or email in the event of a dispute; and
- (e) call you within 90 days to ask for feedback about your experience with our service.

5.3. As part of our commitment to providing the best possible service to our customers, we may record any phone call answered in our call centres, including:

- (a) for staff training purposes;
- (b) to help us improve the quality of our customer service;
- (c) to ensure the information we provide is consistent and accurate;
- (d) for reporting on the types and numbers of enquiries we receive; and
- (e) to ensure we have an accurate record in the event of a dispute.

5.4. We understand that your information is important and we are committed to protecting your privacy. Any 018 VIP recordings are stored securely and deleted after no more than 90 days.

6. Abuse

6.1. You agree to not use our services:

- (a) in any manner which is unlawful, harmful, threatening, abusive, harassing, tortious, defamatory, vulgar, obscene, libelous, invasive of another's privacy, hateful, or racially, ethnically or otherwise objectionable;
- (b) to impersonate any person or entity; or

(c) to interfere with or disrupt our services.

6.2. You acknowledge and accept that we may, at any time, suspend or deny your access to our services, including by barring your calling number from our service (whether directly, or via your service provider).

7. Other

7.1. You agree to contribute regular feedback and provide assistance to help improve the overall quality and design of the service.

7.2. We may terminate the 018 VIP service immediately by giving you notice at any time.